Adding Emdeon as a Billing Agent in NCTracks (North Carolina Medicaid)

The following steps outline the process to establish a Billing Agent relationship with Emdeon. This process must be performed by the Office Administrator for the NPI. Only the Office Administrator has authorization to update the provider record in NCTracks.

1. Go to the NCTracks Provider Portal at [https://www.nctracks.nc.gov/content/public/providers.html](https://www.nctracks.nc.gov/content/public/providers.html).
2. Click on the blue lock icon in the upper right to login to the NCTracks Secure Portal.
3. Key in your NCID and password at the login screen.
4. Click on the Enrollment – Status and Management button.

5. Scroll down to the Manage Change Request section and select the NPI. If the Office Administrator has responsibility for more than one NPI, they will all be listed in the Manage Change Request section. This process will need to be performed for every NPI that uses Emdeon as a Billing Agent.
6. Click through the Manage Change screens (using the Next button) until you reach the section for assigning your Billing Agent.
7. Enter the Billing Agent "Emdeon" (without quotes) in Organization Name and click the Search button.
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8. Emdeon has two valid entries as shown below. Add the appropriate Emdeon billing agent, based on whether you are a dental (50301183) or medical (50300515) provider.

<table>
<thead>
<tr>
<th>NPI</th>
<th>Physical Provider ID</th>
<th>Provider Name</th>
<th>SSN</th>
<th>EIN</th>
<th>County</th>
</tr>
</thead>
<tbody>
<tr>
<td>50301183</td>
<td>EMDEON DENTAL</td>
<td>62-4170239</td>
<td>102</td>
<td></td>
<td></td>
</tr>
<tr>
<td>50300515</td>
<td>EMDEON BUSINESS SERVICES</td>
<td>20-5716594</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

9. You will also need to designate whether you want Emdeon to receive only your 835 Electronic Remittance Advice transaction or all outbound transactions.

10. Click through the remaining Manage Change screens until you reach the approval page. Use your NCID, password, and PIN to electronically sign the change request. (A PIN was emailed to all registered users on July 2. Only the Office Administrator PIN is authorized to approve the Manage Change request.)

11. The change in your provider record will be immediate.

For additional guidance regarding the Manage Change process, please consult the Computer-Based Training course “Updating Provider Data” in SkillPort, the NCTracks Learning Management System, which is available by clicking on the Provider Training button in the secure Provider Portal. If you have any questions, please contact the Call Center at 1-800-688-6696.